SSIS Mentor Meeting Minutes
February 28, 2006

Topic	Discussion	Action Item
Mentoring 101 **Early bird session** **8:00-8:30 a.m.**	Maureen presented a short overview of the Help Desk (HD) Procedures. The HD hours are from 8:00-11:00 a.m. and 1:00-3:00p.m. Please e-mail them if you need them after hours. The HD asks all people authorized to call to: • Be prepared with all the information regarding the issue and what process was taken to get the problem and/or to solve it. • Remember the name of the HD person first talked to and ask for that person when returning a call. • Only hit the "0" button to opt out if there is an emergent issue, like a server outage or other issues needing immediate attention. • E-mail whenever you can for answers. Make sure that you include screen shots that show the error or area in question.	Handout is on the web http://www.dhs.state.mn.us/main/groups/county_access/documents/pub/dhs_id_055851.pdf ssishelp@state.mn.us
Welcome	• Maureen welcomed all mentors and introduced the presenters. • The minutes of the 1/20/06 Worker mentor meeting are posted on the Mentor Meeting Minutes page of the Worker Mentor Program web site. • MPAC meetings: We need representatives from Regions 5 and 2. --Maureen will be contacting Region 2 mentors by e-mail asking for volunteers. --The MPAC meeting is an important part of mentoring. Counties asked for the ability to network within their county. These counties are then able to send their voice to the representative to raise issues, respond to questions and surveys and to hear the interchange between counties on the call. • Staci Stoner, Morrison Co., will represent Region 5. Thanks, Staci.	maureen.zinda@state.mn.us **Region 2 mentors , please step up, thanks.**
SSIS update	Maureen gave the SSIS update information in place of vacationing Beth Dewyre. **Pilot & Release** • 4.0 pilot is going well. Washington and Carver report it is working well. They have been using it for about 11 weeks. SSIS is working on creating a statewide build. • Schedule in general – SSIS is still on target for the release schedule and anticipates 4.0 going statewide in early May. • 4.1 Pilot – we are getting close to beginning this pilot with Wash & Carver. We anticipate this pilot beginning in late March.	

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SSIS Update	**4.0 Training** • <u>Thank you so much</u> for your patience and cooperation during the registration process. • We learned a lesson during this process and we will take the advice of MPAC and 'target' the announcement of the 4.1 training schedule directly to mentors and coordinators so they can orchestrate registration in their counties and limit the numbers. • The numbers used to schedule slots for Version 4.0 remain the numbers for all releases this year. Counties will be limited to no more than five registrations. If your SSIS Fiscal survey indicated you needed fewer than five spots, then you are limited to the number on the survey. **Counties came in to 'test' SA & Payments** During the first two weeks of February, staff from 10 different counties came to SSIS to 'acceptance test' SA and Payments. We received positive feedback. We want to thank the counties for allowing the staff time to do this important task for us. **AFCARS training** There will be AFCARS training in May to address the issues identified in the Federal audit and the AFCARS Improvement Plan required following the audit.	
SSIS Fiscal and Worker: Finding the Common Ground	Beth Sahr and Lisa Litchfield demonstrated similarities in the Worker and Fiscal changes in Version 4.0. The goal was to show mentors how social workers and accounting techs use the same information. They pointed out different areas of navigation to show how it displays for accounting and for social workers. Many of the demonstration evaluations identified the value as "This helped me as a mentor know how we can work together as a team" and how the county system and SSIS can provide accurate and efficient information for new Fiscal application implementation. One of the items presented was the simplicity of entering Service Arrangements for social workers. The presenters identified five steps necessary for a worker to move the Service Arrangement to the next stage or approval.	

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SSIS Fiscal and Worker: Finding the Common Ground	Beth Sahr trained on IV-E and mentors stated they "felt more prepared to help the county staff in this area of eligibility and reimbursability." She also noted that the IV-E Six-Month Review form on Chronology as well as the Reimbursement checklist will be removed in Version 4.0. The new worksheets are added to the application.	The PowerPoint presentation was sent out to counties in a 2 slide per page document for more readable format.
County Mentors on Version 4.0 Preparations	Cassandra Malloy (Washington) and Ruth DeSaer (Brown) explained the planning process they did to prepare their counties for Version 4.0. The information was strong on planning between Social Services and Accounting. They also discussed the communication relationship they had to develop for the process to work. Washington County took the opportunity to do refresher training on Placements, Court screens, and OHPP in addition to Version 4.0 to tie in the Service Arrangement with placements and the Court screens with IV-E Eligibility. Cassandra shared her training agenda with the mentors. Thanks to both Cassandra and Ruth for sharing their experiences as "Version 4.0 ready" counties.	
SSIS Enhancement Request Process	Dave Sagisser led the mentors with humor through the Life of an Enhancement request from the SSIS Product Team's perspective. His handout identified the process steps that SSIS uses. Enhancement requests are received from a number of areas -- Mentor meetings, regional coordinator/mentor meetings, county calls, trainings, piloting new versions etc. SSIS staff review the request from a number of different aspects. He asked counties to assist the Help Desk with their requests by doing the following when reporting a county Enhancement request: 1. Describe your *business need* to SSIS. You do not need to describe how the screen could look—SSIS designers and developers will determine the best *solution* to your business need. 2. Describe the urgency or the benefit to SSIS in terms of social work. For example: How will this help social workers or the manager? 3. Don't ask more than one staff person on the Help Desk team to write this up. This causes redundant work.	Handout on the web http://www.dhs.state.mn.us/main/groups/county_access/documents/pub/dhs_id_055856.pdf

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	4. Ensure that the Coordinator and mentor have agreed on the suggestion before you call and ask the HD to enter the request.	
Q & A with Dave	• **Can we have a list of the current enhancements and their status?** **Ans:** This will take considerable work and the priority now is the Fiscal releases. Don't look for this until after January 2007. • **Can we call and ask for the status of our requests?** **Ans:** All of the approved enhancements are listed on the Release notes for each version when it is released. If you don't see your request on there, you may call Maureen and she will look it up for the status.	

	• **If more than one county submits the same request, does that help to assure it being approved for development?**
	Ans: Assurring approval of an enhancement request has many facets. Some examples include:
	  1. More than one county identifying or agreeing with the need
	  2. The request describes a clear and strong business need for the counties.
	  3. The request must not be in conflict with policy.
	  4. The request must not conflict with the requirements of the Feds.
	  5. The benefits of doing the enhancement must outweigh the costs.	

SSIS Network, Server, BEARS— Info and Q & A	Mary Alice Jouppi, presented a very technical and entertaining slide show detailing how the SSIS network team watches the county servers from a remote site so that issues of concern are addressed as soon as possible with the county. Many times, Mary Alice stated, she knew the county servers were down before the counties called to report it. She had already started problem solving the issue and was calling the county back. Many mentors said the presentation was easy to listen too and gave them a secure feeling that SSIS was watching out for their server down time as well as other server issues. SSIS offered the counties free servers from the roll out and all of them have been spoken for. The Network team thanks you for your interest. They were happy to be able to accommodate so many requests.	

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MA Eligibility from MMIS	Mary Klinghagen presented an overview of Health Care Eligibility from MMIS which is scheduled to arrive with Version 4.1. A nightly interface from MMIS will display in SSIS for every client who has a PMI (must be cleared to SWNDX). Workers will be able to view this information and get any updates also. There will be some minimal entry by the worker to attach the information to the right workgroup or to identify if a screening is complete and all information recorded for LTC. Evaluations indicated that this new feature is valuable for all workers.	
Next Meetings	**Worker mentor meeting: May 16, 2006** **Fiscal mentor meeting: held the next day on May 17, 2006** **Both are at the Holiday Inn in St. Cloud**.	Watch Project Update for the dates and times.